

1 JOSEPH RODRIGUES
2 State Long-Term Care Ombudsman
3 Office of the State Long-Term Care Ombudsman
4 California Department of Aging
5 1300 National Drive, Suite 200
6 Sacramento, California 95834
7 Telephone: (916)419-7510
8 Facsimile: (916)928-2503

9
10 **UNITED STATES BANKRUPTCY COURT**
11 **EASTERN DISTRICT OF CALIFORNIA**
12 **FRESNO DIVISION**

13
14 In re:) Case No. 16-10015-A-9
15)
16 Southern Inyo Healthcare District) Chapter 9
17)
18)
19 Debtor.) **NINTH REPORT OF THE**
20) **PATIENT CARE OMBUDSMAN**
21)
22)
23)
24) (No Hearing Required)

25
26 Pursuant to the order directing the appointment of a Patient
27 Care Ombudsman entered by this court on February 17, 2016, Tracy
28 Hope Davis, the United States Trustee, duly appointed Joseph
1 Joseph Rodrigues, the California State Long-Term Care Ombudsman, as the
2 Patient Care Ombudsman in this case.

3
4 In compliance with the notice of appointment, the Patient Care
5 Ombudsman is submitting his ninth 60-day report, covering the period
6 of May 20 to July 12, 2017.

7
8 Respectfully submitted,

9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
/s/Joseph Rodrigues
Joseph Rodrigues
State Long-Term Care Ombudsman

1 **NINTH REPORT OF THE PATIENT CARE OMBUDSMAN**

2

3 Eastern Sierra Area Agency on Aging is the designated Long-Term

4 Care (LTC) Ombudsman Program for Inyo and Mono Counties and is the

5 local representative of the Office of the State LTC Ombudsman. As

6 mandated by the federal Older Americans Act (42 U.S.C. 3058g), LTC

7 Ombudsman representatives identify, investigate and resolve

8 complaints that are made by, or on behalf of residents of LTC

9 facilities that relate to action, inaction or decisions that may

10 adversely affect the health, safety, welfare or rights of residents.

11 Paulette Erwin is the local Ombudsman representative assigned to

12 this facility.

14

15 Southern Inyo Hospital District is located at 501 E. Locust

16 Street, Lone Pine, California. The California Department of Public

17 Health (CDPH), Licensing and Certification Division, licenses this

18 facility as a Skilled Nursing Facility (SNF). SNFs provide housing,

19 meals, medical care, personal care, social services, and social

20 activities to people who have physical or behavioral conditions that

21 prevent them from living alone.

23

24 The following information describes the number of visits made

25 to the facility (complaint and non-complaint related), observations

26 about privacy, food, the general status of the residents, any

1 complaints made by or on behalf of residents to the LTC Ombudsman
2 Program, and any changes in the census of the facility.
3

4 The licensed capacity of the facility is 33, with a current
5 occupancy of 22. There is no noted significant change in resident
6 mix, such as the admission of different client groups, younger
7 residents, etc.
8

9
10 The local Ombudsman Program has not received any concerns
11 involving vendors, utilities, or external support factors that may
12 impact resident care.
13

14
15 The local Ombudsman Program has conducted three facility visits
16 during this reporting period unrelated to a complaint. During each
17 visit, the Ombudsman representative observed the facility appeared
18 to be clean with no overwhelming odors. Residents appeared clean
19 and were appropriately dressed for the time of year and day.
20

21
22 The local Ombudsman received a total of four cases and four
23 complaints. The complaints during this reporting period include the
24 following.
25

26 A complaint related to insufficient funds to operate. The
27 Ombudsman representative received a complaint that staff was not
28

1 paid on the regular scheduled pay date of Friday, June 16, 2017.
2 The Ombudsman representative addressed the complaint with Assistant
3 Administrator Sharondra Brown. The Assistant Administrator stated
4 that the facility was unable to make payroll because receivables
5 that were due on June 14, 2017 were not received in a timely manner.
6 Ms. Brown further stated staff was paid on Monday, June 19, 2017 and
7 they are working on improving the timeliness of funding streams.
8
9

10 A complaint related to residents losing weight due to the
11 facility not employing a qualified dietitian. After meeting with
12 several residents and their families the Ombudsman representative
13 was unable to verify this complaint.
14
15

16 A complaint related to the cleanliness of the kitchen area.
17 The Ombudsman representative inspected the kitchen area on three
18 visits to the facility and no issues or concerns were identified.
19 The Ombudsman representative also spoke with the dietary supervisor
20 and dietary aide who explained procedures for cleaning the kitchen
21 area.
22
23

24 A complaint related to a family member slapping a resident.
25 After the incident, the resident's family discharged the resident
26 from facility against medical advice. Later that night, the
27
28

1 resident was readmitted to the facility after being removed from the
2 family's home by law enforcement and adult protective services. The
3 Ombudsman representative is working with the resident and other
4 agencies to resolve this complaint.
5
6

7 The Patient Care Ombudsman has no recommendations for the court
8 at this time.
9

10 11 July 12, 2017

/s/Joseph Rodrigues
12 Joseph Rodrigues
13 State Long-Term Care Ombudsman
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28